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**Delaware Department of Labor**  
**Division of Employment and Training**  
And  
**Division of Unemployment Insurance**  
**Services and Benefits**



**Bridging Job Seekers and Employers**

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**Workshop Objectives**

- ✦ What are the Services?
- ✦ What are the Benefits?
- ✦ What Rights and Responsibilities do you have?



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**DET Mission**

To provide services enabling employers and job seekers to make informed employment and training choices leading to employment.

**We're Here To Assist YOU!**



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**UI Mission**

To assist in the promotion of statewide economic stability and vitality by providing temporary, partial income maintenance to workers who become unemployed through no fault of their own, and by making referrals of unemployed workers to re-employment services. **continued.....**

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Ensure adequate funding for the payment of unemployment benefits through the collection of employer taxes.

Contribute to the development of an adequate workforce by collecting a statewide training tax from employers to provide

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**UI Mission continued...**

funds for the training of dislocated workers, school-to-work transition, industrial training and other training initiatives.



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## YOU CAN FILE FOR BENEFITS ONLINE

- You can file your claim for unemployment benefits online via the internet.
- This site permits an unemployed Delaware worker to file an initial or additional claim for unemployment insurance benefits via the Internet.
- File online at :  
[www.delawareworks.com/unemployment](http://www.delawareworks.com/unemployment)



## FILE FOR BENEFITS ONLINE

- To start filing your claim for unemployment insurance benefits via the Internet, press the "Start My Claim Now" button.
- The Delaware Department of Labor's Division of Unemployment Insurance has some assurances about the privacy and security of the information submitted for an unemployment insurance claim. To read these assurances, press the "Assurances" button.
- If you are having difficulty using this site or need to view information for the Delaware Department of Labor's Division of Unemployment staffed and automated hotlines, as well as the local offices, press the "Contact" button.
- The last page of the Internet application will state that your claim has been completed and will give you a confirmation number. You will then enter Delaware JobLink to complete the required registration with the Division of Employment & Training.

[www.delawareworks.com/unemployment](http://www.delawareworks.com/unemployment)

## FILE FOR BENEFITS ONLINE

- To begin you will need to have the following information available:
    - Your Social Security Number.
    - The names, addresses, and phone numbers of all your employers for the last 18 months.
    - The name and local number of your union hall, if applicable.
    - A telephone number where you can be reached.
    - Your state issued driver's license or a state motor vehicle agency issued identification card.
- [www.delawareworks.com/unemployment](http://www.delawareworks.com/unemployment)

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## Filing your UI claim in your Home State?

Contact your States Local UI Office:

State:	Phone:	Hours:
Maryland	410-334-6800	8:00AM - 3:00PM
New Jersey	888-795-6672	8:00AM - 4:00PM
Pennsylvania	888 313 7284	7:00AM - 5:00PM



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DELaware DEPARTMENT OF LABOR		MONETARY DETERMINATION				DOC NO. 60/96/99/01/9	
YOUR BASE PERIOD		BEGINS	ENDS		NAME AND SOCIAL SECURITY NUMBER		
		07/01/11	06/30/12		L.O. 1	F.C. 10	
YOUR BENEFIT YEAR		BEGINS	ENDS		222-22-2222 J A SMITH		
		10/07/12	10/6/13				
BASE PERIOD QUARTERS AND WAGES							
QRT	YR	QRT	YR	QRT	YR	QRT	YR
3	11	4	11	1	12	2	12
6000.00		6500.00		7000.00		8180.00	
TOTAL WAGES		MAX BENEFITS		WBA		DURATION	
27,680.00		8580		330		26 WEEKS 330 LAST WK	
MESSAGE				EMPLOYER NAME AND NUMBER			
				A B C COMPANY			
				CLAIMANT ADDRESS UC 041			
				J A SMITH			
				PROCESS DATE REDET CLAIM DATE			
				10/08/2012 10/07/2012			

## TELEBENEFITS: File for your weekly unemployment insurance benefits by telephone

- The Delaware Unemployment Insurance Division provides a quick and easy way to claim your weekly unemployment insurance benefits by telephone using a feature of the Information Hotline called "TeleBenefits".
- The information hotline is available 7 days a week, 24 hours per day.
- The phone number for the information hotline is (800) 794 3032 in Kent and Sussex counties or out of state, or (302) 761 6576 in New Castle County.
- Be sure to have your current weekly claim information on hand as "TeleBenefits" will ask you questions about each individual claim week. In addition, you may be required to submit your work search log to the local office upon request.
- The system is designed to only permit you to claim for the current week's benefits. If you need to file for a prior week, please report to your local office. "TeleBenefits" will indicate which claim week you may file.
- PLEASE CAREFULLY READ THE "TELEBENEFITS" BROCHURE YOU RECEIVED IN YOUR PACKET OF INFORMATION.

### WEB-BENEFITS: File for your weekly unemployment insurance benefits using the internet

- Web-Benefits is available 7 days a week, 24 hours per day.
- Logon to [WWW.DELAWAREWORKS.COM/UNEEMPLOYMENT](http://WWW.DELAWAREWORKS.COM/UNEEMPLOYMENT)
- If you currently use Tele-Benefits and decide to use Web-Benefits, your pin number will be the same. If you have never used Tele-Benefits and do not have a PIN established, you must call Tele-Benefits to establish your PIN. The information number for New Castle County is (302) 761-6576 and for outside New Castle County is (800) 794-3032. If you have forgotten your PIN use the link provided on the website.



## WEB- BENEFITS

- Please answer the following questions as they apply to the calendar week beginning **Sunday** and ending **Saturday**. You must answer the questions truthfully; any attempt to obtain benefits by entering false information could result in a loss of benefits.
- **Questions:**
- Were you able to work and were you available for work each day?  
Yes or No
- Did you actively seek work? If yes, please choose the date of your most recent employer contact. Yes or No [Must give date of contact]
- Did you refuse any work or refuse or fail to go for a job interview?  
Yes or No
- Did you attend school or training? Yes or No
- Since your last claim, have you applied for retirement or pension or has your pension changed? Yes or No
- Have you returned to full time work? Yes or No

## WEB-BENEFITS

- **Full-Time Work Details** : You must enter the date, name and address of the employer you returned to work with
- **Step 2: Income**  
You must enter any earnings you had or any income you received for the calendar week beginning **Sunday** and ending **Saturday**. If you have no income of a particular type to report, please enter 0 in the appropriate box. Gross wages must be reported when earned, not when paid. Please round amounts up to the nearest dollar. For additional information, refer to [Reporting Wages When Collecting Unemployment Benefits](#)

#### INCOME:

- Total Earnings: \$ \_\_\_\_\_
- Retirement Pay: \$ \_\_\_\_\_
- Wages in Lieu of Notice: \$ \_\_\_\_\_
- Other Income: \$ \_\_\_\_\_

## WEB-BENEFITS

#### Step 3: Income Details

- You specified that you have NOT returned to work full-time, but have earnings for the week. Please enter the employers that you have earnings from, and how much you earned at each. You can enter up to four employers.

#### INCOME:

- Employer Name:
- Address Line 1 :
- Address Line 2:
- City:
- State:
- ZIP:
- Income \$ \_\_\_\_\_

### You can have your unemployment check deposited directly into your checking/savings account.

- The Delaware Division of Unemployment Insurance is pleased to offer Direct Deposit of unemployment insurance benefits to new and existing claimants. With Direct Deposit your weekly unemployment insurance benefits payment is electronically deposited into your checking or savings account as long as your financial institution participates in the Direct Deposit program.
- It is your responsibility to verify that your financial institution will accept Direct Deposit to your account. Some banks and credit unions will not accept Direct Deposit or they require that a special account number be used for Direct Deposit. Many brokerage accounts will not accept electronic transactions of any type.
- Apply online at :

[www.delawareworks.com/unemployment](http://www.delawareworks.com/unemployment)



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### Service and benefits available to Job Seekers through the Division of Employment and Training

- ✿ Intensive Job Search Assistance
- ✿ Resource Room
- ✿ Funds for Training
- ✿ Supportive Services



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## What type of Job Search and other assistance is available?

- ✧ Delaware JobLink
- ✧ Job referrals and placement
- ✧ Resume development assistance
- ✧ Workshops & Job Clubs
- ✧ Labor Market and career information
- ✧ Veteran services
- ✧ Adult basic education and GED classes
- ✧ Basic computer training

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## Resource Room

### Services available include:

- ✧ **Computers** ~ Internet access for job search and career information
- ✧ **Assessments** ~ Interests and Strengths
- ✧ **Fax & Copy Machines**
- ✧ **Telephones** ~ Long Distance
- ✧ **Videos, Reference Books & Newspapers**
- ✧ Information on upcoming job fairs & employer events

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## What are the SERVICES and BENEFITS ?

- ✧ **Funds for Training**
  - ⌘ Tuition and Fees
  - ⌘ Books
  - ⌘ Required Equipment or Tools
  - ⌘ Assistance in finding the right training for you
  - ⌘ Supportive Services

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## What are the SERVICES and BENEFITS ?

- ✧ **Supportive Services**
  - ⌘ Child care expenses
  - ⌘ Mileage for local job search (tolls/parking)
  - ⌘ Employment Physicals
  - ⌘ Training related Tools or Clothing
  - ⌘ Licensing or Testing fees
  - ⌘ One-time small-item purchase

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## What Responsibilities Do You Have ?

- ✧ Register with DET
- ✧ Apply for Unemployment Insurance
- ✧ Meet DET and UI work search requirement
- ✧ Maintain regular contact with DET for follow-up

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## For more information...

~[www.careeronestop.org](http://www.careeronestop.org)~

~<https://Joblink.Delaware.Gov>~

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## Contact Information DET:

### New Castle County

The Fox Valley Shops  
4425 N. Market St.  
Wilmington, DE 19802  
DET: 302-761-8085  
UI: 302-761-8446

Pencader Corporate Commons  
225 Corporate Blvd.  
Newark, DE 19702  
DET: 302-368-6622  
UI: 302-368-6600

### Kent County

Carroll's Corner  
1114 S. DuPont Hwy.  
Dover, DE 19901  
DET: 302-739-5473  
UI: 302-739-5461

### Sussex County

Georgetown Prof Center  
20093 Office Circle  
Georgetown, DE 19947  
DET: 302-856-5230  
UI: 302-856-5611

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# Any Questions ? Good Luck !

## We Look Forward to Working With You!

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